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(File this application via e-docket, or if unable to do so, file one original verified application with the Chief Clerk.)

Docket No.

CHIEF CLERK'S OFFICE
Office Use Only

Please provide the appropriate information in the () areas in the heading below.

PNG Telecommunications, Inc. :
d/b/a PowerNet Global Communications :
Application for a certificate of :
local and interexchange authority :
to operate as a facilities-based carrier :
of telecommunications services :
throughout the State of Illinois. :

01-0449

APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER
(Use additional sheets as necessary.)

GENERAL

1. Applicant's Name(including d/b/a, if any) FEIN # 31-135624

PNG Telecommunications, Inc. d/b/a PowerNet Global Communications

Address: Street 4839 Business Center Way

City Cincinnati State/Zip OH 45246

2. Authority Requested: (Mark all that apply) ☒ 13-403 Facilities Based Interexchange
☐ 13-404 Resale of Local and/or Interexchange
☒ 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

☒ Part 710 Uniform System of Accounts for Telecommunications Carriers

☐ Part 735 Procedures Governing the Establishment of Credit, Billing,
Deposits, Termination of Service and Issuance of Telephone
Directories for Local Exchange Telecommunications Carriers in the

State of Illinois

X Section 735.180 Directories

 Other

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:
- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
 - (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
 - (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
 - (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.

5. In what area of the state does the Applicant propose to provide service?

In all exchanges currently served by Ameritech, Illinois, GTE North and GTE South

6. Please attach a sheet designating contact persons to work with Staff on the following:

- a) issues related to processing this application
- b) consumer issues
- c) customer complaint resolution
- d) technical and service quality issues
- e) "tariff" and pricing issues
- f) 9-1-1 issues
- g) security/law enforcement

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

7. Please check type of organization?

 Individual X Corporation
 Partnership Date corporation was formed October 19, 1992
In what state? Ohio
 Other (Specify)

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.

Attached as Attachment A

QUESTION 6
CONTACT INFORMATION

- a) issues related to processing this application

Dennis M. Packer
General Counsel
PowerNet Global Communications
4839 Business Center Way
Cincinnati, Ohio 45246
Tel: (513)645-1039, ext. 290
Fax: (877)893-8388
e-mail: dpacker@pngcom.com

- b) consumer issues

Margot Rice
Customer Service Manager
PowerNet Global Communications
4839 Business Center Way
Cincinnati, Ohio 45246
Tel: (513)942-7900, ext. 206
Fax: (513)942-5579
e-mail: margotr@pngcom.com

- c) customer complaint resolution

Margot Rice
Customer Service Manager
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Cincinnati, Ohio 45246
Tel: (513)942-7900, ext. 206
Fax: (513)942-5579
e-mail: margotr@pngcom.com

- d) technical and service quality issues

Daniel Benedict
Chief Technology Officer
PowerNet Global Communications
4839 Business Center Way
Cincinnati, Ohio 45246
Tel: (513)942-7900, ext. 103
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e-mail: dbenedict@pngcom.com

- e) "tariff" and pricing issues

Dennis M. Packer
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f) 9-1-1 issues

TECHNICAL

Daniel Benedict
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g) security/law enforcement

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DATABASE

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9. List jurisdictions in which Applicant is offering service(s).

Applicant provides facilities-based and resold interexchange in all states. Applicant is certified to provide facilities-based local exchange service in California, Texas, Montana, Ohio, Kentucky, Florida, New York, Missouri, Wisconsin and Massachusetts. Applicant is certified to provide resold local exchange service in Indiana and Illinois. So far, however, Applicant provides local exchange service only in Ohio.

Applicant received authority from the ICC to provide resold interexchange service in Illinois on August 16, 1995 in Docket No. 95-0010 and resold local exchange service on December 8, 1999 in Docket No. 99-0466. By this Application, Applicant hopes to expand the scope of its present authority to include facilities based local and interexchange service.

10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

 YES (Please provide details) X NO

11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?

 X YES NO

If YES, describe fully. Applicant has been the subject of a small number of complaints. These complaints
are described in Attachment B

12. Has Applicant provided service under any other name?

 X YES NO

If YES, please list. Until August 1999, Applicant provided service under its legal name PNG
Telecommunications, Inc. Applicant then adopted the fictitious name PowerNet Global
Communications.

13. Will the Applicant keep its books and records in Illinois? YES X NO
If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

Applicant respectfully requests permission to keep its books and records at its principal offices in Ohio pursuant to 83 Ill. Adm. Code §250.20.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service.
This may be in either narrative form, resumes of key personnel, or a combination of these forms.

See Attachment C

15. List officers of Applicant.

<u>Bernie Stevens</u>	<u>President, CEO, Treasurer and Chairman of the Board</u>
<u>Roberta Stevens</u>	<u>Secretary and Director</u>
<u>Todd C. Pfister</u>	<u>Chief Operating Officer, Asst. Treasurer and Director</u>

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications services? ☐ YES ☒ NO

If YES, list entity. _____

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

Applicant will bill customers monthly. Each bill will contain all of the information and notices required by

83 Ill. Adm. Code § 235.70 and all other information required by Part 235.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

Most customer inquiries or complaints are resolved during the customer's initial phone call. Issues

that are not resolved are referred to a mid-level customer service manager. The manager then reviews the

complaint and conducts further investigation if needed. The manager responds to the customer by phone

within a week. If the resolution is negative to the customer, the customer may escalate the issue to Margot

Rice, Applicant's overall Customer Service Manager and answer is provided to the customer by the next

day. If the resolution is negative to the customer, the customer is informed of the address and phone

number of the Commission's Consumer Affairs Division. Repair complaints will be reported immediately to

the incumbent LEC through the LEC's service problem reporting interface.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES ☐ NO

20. What telephone number(s) would a customer use to contact your company?

(800)870-9495

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

☒ YES ☐ NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

Applicant verifies all carrier change authorizations either by letter of agency or independent third party voice verification in accordance with 47 C.F.R. §64.1100 et. seq. and 220 ILCS 5/13-902

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 735, 755, 756, 757, 770, and 772?

☒ YES ☐ NO (If no, please provide an explanation.)

Except as may be waived by the Commission pursuant to Item 3 above.

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

☒ YES ☐ NO

FINANCIAL

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

Applicant expects that audited financial statements for 2000 will be available by June 21, 2001.

Applicant will promptly file them with the Commission when available.

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? ☐ YES ☒ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

Applicant has no current plans to deploy equipment but may at some future date. Specifically, Applicant may deploy switching equipment to operate as a POP for interexchange access to the local network. The final decision whether or not to deploy such equipment will depend on the results of continuing analysis of Applicant's interexchange traffic. Applicant plans to provide facilities-based local exchange service by leasing Unbundled Network Elements from the incumbent LEC.

If NO, which facility provider(s)'s services does the Applicant intend to use?

Applicant may also resell the services of Ameritech, Illinois, GTE North and GTE South.

27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

Applicant will provide local toll, long distance, debit cards, local service (not prepaid), data services,

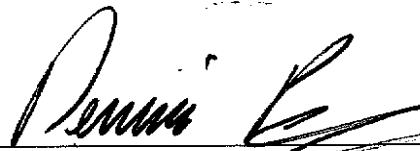
Internet services, broadband access services (digital, frame relay, etc.)

28. Will technical personnel be available at all times to assist customers with service problems?

☒ YES ☐ NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? ☐ YES ☒ NO

Applicant does not intend to provide payphone service.

A handwritten signature in black ink, appearing to read "Dennis L.", is written over a horizontal line.

(Signature of Applicant)

VERIFICATION

This application shall be verified under oath.


OATH

State of OHIO)
County of BUTLER)ss

Dennis Packer makes oath and says that he is General Counsel
(Insert here the name of affiant) (Insert the official title of the affiant)


of PNG Telecommunications, Inc.
(Insert here the exact legal title or name of the Applicant)

that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.


(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/ _____
(Title of person authorized to administer oaths)

in the State and County above named, this 7th day of June, 2001.


(Signature of person authorized to administer oath)

STACY A. LEWIS, Attorney at Law
Notary Public, State of Ohio
My Commission Has No Expiration Date
Section 147.03 ORC